Job Description: Service Development Manager (Maternity Cover)

# Role Summary

The Drugs in Breastmilk Information service provides evidence-based information on the safety of medications for breastfeeding mothers, enabling them to make informed decisions about their health and that of their babies. It does this through an online helpline where volunteer pharmacists provide information and support, and through an online open-access factsheets.

During the maternity cover period, there will be a specific focus to this role to increase the accessibility of information in the service. This will include how the information for this service and the Breastfeeding Network more broadly are shared on social media.

This role will work with key roles across The Breastfeeding Network (BfN) including Drugs in Breastmilk Supervisors, National breastfeeding helpline Manager and BfN’s Online Support & Development Officer, BfN’s Information and Policy Officer. The role will be line managed by the National breastfeeding helpline Manager.

Role definition

* 21 hours a week across a minimum of 3 days
* Line management and support for DIBM Supervisors
* Overall responsibility for ensuring coverage of the DIBM service
* Lead DIBM operational review meetings with the staff team
* Development of policy and supporting compliance including safeguarding, code of conduct
* Reporting on DIBM service – level, nature of enquiries and issues, including any service issues, volunteer engagement. Using stats, figures and feedback collated by the BfN online social media support officer.
* To review and support the training and development needs of DIBM volunteer pharmacists in discussion with DIBM Supervisors.
* Share organisational issues or operational issues which can be fed back to central BfN
* Attendance at external stakeholder meetings
* Developing funding applications and proposals
* Support the investigation of any complaints made in line with the complaints policy and procedure

Main duties and responsibilities

## Planning, Organising and communication

* Working with the online social media support role ensure a reliable rota and coverage of the DIBM service as agreed with team of volunteers
* Share organisational issues or operational issues which can be fed back to central BfN
* Work with the Information and Policy Officer to ensure plans are in place to update parent facing information as it relates to DIBM service on the BfN website and in the Drugs fact sheets
* Work with the Marketing Officer to help manage, develop and grow the DIBM Friends Scheme
* Ensure and oversee the provision of supervision working with the BfN Supervisors
* Communicate BfN news, centrally and locally, and relevant maternity and breastfeeding updates
* Understand relevant policies and procedures and explain how these relate to the volunteers’ role in the DIBM service
* Ensure compliance with BfN policies on Equality and Diversity, Health and Safety, the Code of Conduct, Conflict of Interest, IT and Information Governance
* Ensure that the BfN information policy is adhered to when developing or sharing information
* Ensure supervision complies with Baby Friendly Accreditation standards and is based on NICE guidance for peer support
* Maintain personal membership and registration as appropriate of the Breastfeeding Network
* Attend regular team meetings to connect with colleagues and ensure good communication is maintained across a remote team

## Line management and support for DIBM team

* Support, guide, manage and motivate the DIBM team providing regular contact, 1-1’s, annual reviews as agreed
* Line management for the BfN Supervisors
* Complete timesheets or hours monitoring forms to track hours worked when required and ensure these are shared with the line manager and payroll
* Leading on the development and training of the DIBM volunteers working with the BfN Supervisors and training team
* Support the registration and re-registration of new and existing members of the DIBM team working with Central Support and supervisors

## Equality and Diversity

* Enable and support the team to understand the BfN Equality and Diversity Policy and put it into practice
* Ensure that all aspects of delivery of DIBM adhere to equality and values diversity
* Promote inclusion by reducing any barriers to attending supervision, maximising accessibility and making reasonable adjustments when required

## Health, safety and conduct

* Follow standard Health and Safety guidelines.
* Ensure activities take Health and Safety guidelines into consideration.
* Undertake a proactive role in the management of risks in compliance with the Health and Safety at Work Act 1974 and subsequent legislation, including:
	1. Undertaking risk assessments in line with the BfN risk assessment process for venue chosen for sessions, remembering the trainees may be different to the existing users of the building (particularly as trainees may have younger children).
	2. Reporting all incidents, near misses and hazards in line with the BfN significant event reporting system.
	3. Undertaking a statutory duty of care for your own personal safety and that of others.
	4. Attending statutory health and safety training.
	5. Attending all mandatory and any other health and safety training as required and ensure DIBM volunteers meet these requirements.
* Adhere to BfN Safeguarding Policies.

Person Specification: DIBM Service Development Manager

**Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria on your application form.**

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| **Requirements** | **Essential** | **Desirable** |
| **Qualifications** |
| Degree or equivalent qualification |  | ü |
| Registration as a BfN volunteer, attending supervision, study days and evidence of regular attendance at CPD events  |  | ü |
| **Experience and Knowledge** |
| Previous experience of line management | ü |  |
| Knowledge of the issues and challenges facing breastfeeding mothers, and the importance of evidence-based information and support.Experience offering breastfeeding support over social media | ü | ü |
| Excellent project management and organisational skills, with the ability to prioritize and manage multiple tasks and deadlines.Strong people management skills, with the ability to motivate and develop a team of staff and volunteers.Excellent communication and interpersonal skills, with the ability to build effective relationships with a wide range of stakeholders, including health professionals, funders and service users.Demonstrable ability to analyse data and use insights to drive service development and improvement.Strategic thinking and problem-solving skills, with the ability to identify opportunities for growth and innovation.Commitment to the values and mission of The Breastfeeding Network, and to promoting and supporting breastfeeding as a public health priority. | üüüüü | ü |
| An understanding of the importance and a commitment to working with diverse ethnic and social groups | ü |  |
| Experience of writing funding bids and applications and working with funders | ü |  |
| **Skills and abilities** |
| Ability to write clearly and concisely in English | ü |  |
| Ability to organise and manage a variable workload independently | ü |  |
| IT skills including email, SharePoint, OneDrive, Microsoft Word and Excel, Moodle, MS Teams and Zoom to intermediate standard, email and internet. | ü |  |
| **Personal qualities** |
| Passionate about improving the health and wellbeing of breastfeeding mothers and their babies.Innovative and creative, with a track record of developing and implementing new ideas and approaches.Resilient and adaptable, with the ability to work effectively under pressure and in changing circumstances.Collaborative and team-oriented, with the ability to work effectively with colleagues and partners to achieve shared goals.Self-motivated and able to work independently, with a strong sense of ownership and accountability for the service's success. | üüüüü |  |